

**GOVERNMENT OF INDIA
MINISTRY OF CORPORATE AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO. 3627
ANSWERED ON MONDAY, August 11, 2025/
Shravana 20, 1947 (SAKA)**

Mechanism Adopted to Improve Grievance Redressal

QUESTION

3627. Shri Parbhubhai Nagarbhai Vasava:

Smt. Aparajita Sarangi:

Shri Kanwar Singh Tanwar:

Will the Minister of CORPORATE AFFAIRS

be pleased to state:

- (a) the number of service related complaints received on the MCA portal and the number of complaints redressed out of them;**
- (b) whether any mechanism for feedback/suggestion has been adopted by the Government to improve grievance redressal; and**
- (c) if so, the details thereof and the action taken thereon?**

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CORPORATE AFFAIRS; MINISTER OF STATE IN THE MINISTRY OF ROAD TRANSPORT AND HIGHWAYS

[SHRI HARSH MALHOTRA]

(a)to(c): A helpdesk mechanism to address grievances related to the MCA21 portal has been established. During the FY 2024–25, a total of 5,79,702 helpdesk tickets were raised on the portal. Of these, around 94%, were successfully resolved. These tickets encompassed a range of issues including technical problems, processing-related requests and stakeholder suggestions or feedback.

The helpdesk system incorporates a user feedback mechanism to assess the quality of resolutions. Around 95% of users reported satisfaction with the resolution of their tickets. Additionally, stakeholders have the option to re-open a ticket after it has been closed if they are not satisfied with the resolution provided. To further enhance the quality of grievance redressal, MCA has partnered with professional institutes to review ticket closures. A dedicated team from these institutes works in close coordination with MCA to monitor grievance handling and collect user feedback post-ticket closure. The effectiveness and quality of ticket resolutions are also reviewed regularly by the Ministry officials.
